Service Level Agreement	Target Performance	Current Performance

Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds		94%	🟢
Call Abandonment Rate	Less then 2% Abondoned *(Includes Voicemail)*		4%	🟡
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1		98%	🟢
Email Response Rate	98% Response within 1 business hour		98%	🟢
User Sampling Survey	95% Of Satisfied Customers		95%	🟢
Resolution Of Incidents On Time	90% Calls Resolved On Time *(By Grouping)*		97%	🟢

Account Management	8 Business Hours	99%	🟢
Applications	16 Business Hours	92%	🟢
Data Management	32 Business Hours	96%	🟢
Database	32 Business Hours	100%	🟢
Hardware	40 Business Hours	96%	🟢
Operating System	24 Business Hours	96%	🟢
Telecomm	12 Business Hours	94%	🟢

Excluding GMIS & SIRS

Project Management

Complete By Promised Due Date	90% Within 5% of Planned Project Duration	90%	🟢

Network Availability

CAN Availability (Campus Area)	24x7 Availability (99.9%)	99.9%	🟢
Dial-Up Availability	24x7 Availability (99.9%)	100%	🟢
Switch Availability	24x7 Availability (99.9%)	99.9%	🟢
VPN Availability	24x7 Availability (99.9%)	100%	🟢
WAN Availability (Remote Sites)	24x7 Availability (98.0%)	98.9%	🟢

Server and Storage Administration

Overall Average Windows Server Availability		99.9%	🟢

Citrix Server Availability	99.9% Availablity	100%	🟢
E-Mail Server Availability	99.9% Availablity	100%	🟢
Shared File Server Availability	99.9% Availablity	99.5%	🟡
SQL Server Availability	99.9% Availablity	100%	🟢
Web/App Server Availability	99.9% Availablity	100%	🟢

Account Management

Disable Network Account Requests	Disabled Within 4 Business hours (98%)	95%	🟡
New Network Account Requests	Creation Within 2 Business Days (99%)	99%	🟢
Privilege/Rights Change Requests	Change Within 8 Business Hours (97%)	100%	🟢

🟢 In compliance
🟡 Within Tolerance
🔴 Out of compliance
⚪ Insufficient data available this month